

“MULTIPLE CLIENT REMOTE AGENT NETWORK METHOD”**ABSTRACT OF THE DISCLOSURE**

5 A method is disclosed for distributing a customer-initiated call placed with a contact center to one or more remotely located agents trained to service calls for one or more contact centers comprising the steps of receiving the customer-initiated call at a contact center; deriving an array of caller information from the customer-initiated call; transmitting the
10 array of caller information to a coordination center servicing one or more contact centers; identifying at least one remotely located agent trained and authorized to receive said customer-initiated call for the contact center; directing the customer-initiated call to the identified remotely located agent; the coordination center tracking the number of calls received by the
15 remotely located agent for said contact center and providing payroll services for the contact center on behalf of the remotely located agent; the coordination center maintaining statistical records of each customer-initiated call and providing the statistical records to the contact center; establishing simultaneous communication between the coordination center,
20 the remotely located agent and the contact center; monitoring the content of communications taking place in the customer-initiated call and providing access to the content to the contact center; and the contact center rendering assistance to the remotely located agent.

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